

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	45	"46" same workflow	USPAT	OR	OFF	2005/03/31 17:09
L2	276	task adj assignment\$1	USPAT	OR	OFF	2005/03/31 17:09
L3	4	2 same agent\$1	USPAT	OR	OFF	2005/03/31 17:10
L4	242	agent adj status	USPAT	OR	OFF	2005/03/31 17:11
L5	2	4 and (buffer or queue or system) adj1 overload\$3	USPAT	OR	OFF	2005/03/31 17:16
L6	38	volume adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
L7	83624	exceed\$3 near2 threshold	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:17
L8	0	7 same task adj assignment\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
L9	0	(task adj assignment\$1) near5 (exceed\$3 adj1 threshold)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
L10	0	((task adj assignment\$1) near10 (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:18
L11	8	((task adj assignment\$1) and (exceed\$3 adj1 threshold))	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:19
L12	6	blend\$3 adj database	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:20
L13	73	high near3 (call adj volume)	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:26
L14	16	re?assign\$3 adj task\$1	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
L15	25495	13 sam 14	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
L16	0	13 same 14	US-PGPUB; USPAT	OR	OFF	2005/03/31 17:27
S1	70	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:12
S2	0	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same ((accept or decline) adj task)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:07
S3	1158161	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same system adj over load\$3	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13
S4	3	(agent\$1 or operator\$1) same (receiv\$3 near2 (status adj message\$1)) same (system adj over load\$3)	US-PGPUB; USPAT	OR	OFF	2004/08/14 14:13

S5	14	("4737983" "RE34529" "5291550" "5335268" "5452350" "5530744" "5553133" "5570419" "5799077" "5802161" "5815566" "5878130" "5926528" "6327364").PN.	USPAT	OR	OFF	2004/08/14 14:15
S6	1095	system adj overload\$3	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:18
S7	6	S6 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:21
S8	9913	((accept\$3 or agree\$3 or admit\$4 or acknowledg\$3 or allow\$3 or receiv\$3) near2 (task or job or assignment))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:01
S9	211	S8 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S10	0	S6 and S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S11	0	S6 same S9	US-PGPUB; USPAT	OR	OFF	2005/03/31 10:26
S12	0	S9 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S13	1	S9 and ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:02
S14	13	S8 same ((queue or buffer) adj full)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:05
S15	5	("4937784" "5519696" "5655120" "5761507" "5956714").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:04
S16	67	agent\$1 same ((workflow or task or job) adj assign\$4)	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:10
S17	177	(agent\$1 same (status adj message\$1))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:11
S18	0	S17 same ((queue or buffer) adj (full or overload\$3))	US-PGPUB; USPAT	OR	OFF	2005/03/31 11:12
S19	4811	(queue or buffer) adj (full or overload\$3)	USPAT	OR	OFF	2005/03/31 11:23
S20	26	S19 same agent	USPAT	OR	OFF	2005/03/31 11:26
S21	94	agent\$1 same (status adj message\$1)	USPAT	OR	OFF	2005/03/31 11:33
S22	11	("4510351" "5386464" "5450480" "5511116" "5592542" "5696811" "5793861" "5946386" "6263066" "6356633" "6449356").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 11:31

S23	0	"available if needed"	USPAT	OR	OFF	2005/03/31 11:34
S24	15	agent\$3 near5 (available adj1 need\$2)	USPAT	OR	OFF	2005/03/31 15:26
S25	1	"6747970".pn.	USPAT	OR	OFF	2005/03/31 13:49
S26	502	(task adj (queue\$3 or dequeue\$3))	USPAT	OR	OFF	2005/03/31 13:50
S27	15	S26 same agent\$1	USPAT	OR	OFF	2005/03/31 13:50
S28	7	("5333266" "5530740" "5721770" "5764898" "5793861" "5796791" "5872841").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:34
S29	3	agent same (available) same ((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S30	1533	(accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S31	1391	((system or buffer or queue) adj overload\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:37
S32	0	S30 same S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:38
S33	1	S30 and S31	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:52
S34	15	agent near2 (accept\$3 or agree\$3) near2 (task or job or assignment)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:39
S35	6210	agent\$1 adj availab\$6	USPAT	OR	OFF	2005/03/31 14:47
S36	8	S35 same status adj message\$1	USPAT	OR	OFF	2005/03/31 14:48
S37	126898	agent same (available or unavailable or (available adj if adj need\$2))	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:53
S38	838	agent same (available or unavailable or (available adj if adj need\$2)).ab.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S39	0	agent same (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S40	0	agent near3 (available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S41	0	(available adj if adj need\$2)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54

S42	0	(available adj if adj needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:54
S43	6704	(available near2 needed)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 14:55
S44	144	S43 same agent	US-PGPUB; USPAT; USOCR	OR	OFF	2005/03/31 15:09
S45	109	S43 same agent	US-PGPUB; USPAT	OR	OFF	2005/03/31 15:09
S46	16557	agent\$3 near2 (availabl\$5)	USPAT	OR	OFF	2005/03/31 17:05